

STREET MANAGER

A new approach to road works

Newsletter No 16: January 2020



Street Manager is a new digital service by the DfT that is transforming the planning, management and communication of street and road works. Using open data and intelligent services, its aim is to minimise disruption – and improve journeys for the public.

Happy New Year! Welcome to the first edition of the Street Manager (SM) newsletter for 2020. We're now well into Public Beta which launched on 1 November and there is less than 3 months to go before transition to Street Manager ends and the industry is officially using it for the management of all street and road work records in England.

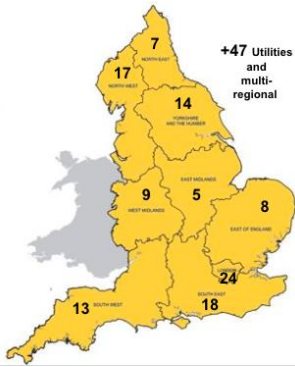
We are, as usual, busy adding to the service all those features that we know are important for you in order to go live. However, over the next months we will also be focusing more on helping you finalise and complete successfully preparation for transition, as well as thinking ahead about the management of the service post April.

In this edition of the newsletter we will cover:

- Who is in Street Manager today
- Update on latest functionality - what have we added and what is coming next
- Transition steps - what are the key things every organisation needs to do and by when
- More webinars!
- The new Business change support app
- Governance of Street Manager post April 2020
- Update to Terms & Conditions

WHO IS IN STREET MANAGER TODAY - SANDBOX AND PRODUCTION!

As of today, we have more than **160 organisations** in Street Manager Sandbox environment and more are joining



every day.

We also have our **first organisation using some features of Street Manager in Production** - Royal Borough of Kensington and Chelsea! Interested to find out why they are doing and what their experience has been? Watch out for more on this in the coming weeks..

Have a look at your region on the map and the whole list here: [Link](#)

HOW TO JOIN

- If you have not signed up to get access to Street Manager yet, **we would advise you to do that as soon as possible** by emailing register@manage-roadworks.service.gov.uk
- If you have submitted a request, you will have received several forms to complete so that we can give you access to Sandbox and Production. Please note that **we cannot proceed with your on-boarding request without these**. If you have been waiting for access, please double-check that you have returned this documentation to us.
- Even if you are planning to join via **API only**, you will need to contact us to get your API logins and sign the Terms & Conditions. Again, we would advise you to do that sooner rather than later.

WHAT IS THE LATEST IN STREET MANAGER

We've put together the following table to give users a guide as to when features will be available in the Sandbox and Production environments. Please note that these dates are the best estimates and subject to change as we go through the project. As we are now in Public Beta, we wait until all functionality is completed before we release a feature into the user interface so if we end up with one small part being delayed, it would delay the release of the feature for a couple of weeks. But we wanted to give users the best information we have available to assist them during onboarding. We will keep this table updated in future newsletters.

Functionality	Estimated date in Sandbox	Estimated date in Production
Section 81s	23 Jan	27 Jan
Non-notifiable works	6 Feb	10 Feb
Inspections on historic works	6 Feb	10 Feb
PMRv2	20 Feb	24 Feb
Contractor permissions	5 Mar	9 Mar
Geographical views	19 Mar	23 Mar

Street Manager is always looking to add and upgrade functionality. Our product team has compiled 7 features which are likely candidates to be developed next. We need your input to get a sense of priority of which ones are the most important to the street works community.

<https://www.surveygizmo.com/s3/5368326/Street-Manager-Feature-prioritisation>

Thank you to those who have expressed their thoughts of priority already!

BUSINESS CHANGE AND TRANSITION



Following the success of the webinars we ran in November last year and your feedback, we are launching a new series of webinars this month.

These will focus on:

- 1) **Latest updates** - join to hear what is the latest with Street Manager and where we are heading next
 - a) Option 1: Monday 20 Jan: <https://www.eventbrite.co.uk/e/88635472083>
 - b) Option 2: Monday 27 Jan: <https://www.eventbrite.co.uk/e/88817839549>

- 2) **API updates** - join to hear about the latest updates we released in December
 - a) Option 1: Tuesday 21 Jan: <https://www.eventbrite.co.uk/e/88818355091>
 - b) Option 2: Friday 24 Jan: <https://www.eventbrite.co.uk/e/88820182557>
- 3) **End to end walk through the user journey on Street Manager UI** - join to see a demo of everything from the raise of a permit to PMRs and the latest functionality we've developed, applicable to both LHAs and Promoter users
 - a) Option 1: Thursday 23 Jan: <https://www.eventbrite.co.uk/e/88818499523>
 - b) Option 2: Wednesday 29 Jan: <https://www.eventbrite.co.uk/e/88838527427>
- 4) **Transition rules** - join to hear about the key principles of transition from current system to Street Manager and the different scenarios which might apply for the recording of your works
 - a) Option 1: Tuesday 21 Jan: <https://www.eventbrite.co.uk/e/88817983981>
 - b) Option 2: Wednesday 22 Jan: <https://www.eventbrite.co.uk/e/88818004041>

Use the associated Eventbrite to register and select the number of tickets you will need in total for your organisation. The webinars will be run on Zoom - please have a look at the confirmation emails and Eventbrite tickets for details and instructions and add the events to your calendars. You will also receive a reminder with the Zoom details and instructions on the day of the webinar that you have signed up for.

As before, you will be able to ask questions during the webinars and get immediate responses. Materials, recordings and FAQs will be sent out following the completion of the series.

If you have any questions in advance of the sessions, please add them here: [Link](#)



We have developed checklists to help you keep on top of the key activities that you need to perform to transition to Street Manager as well as the key deadlines and timeframes that you need to be aware of. See the attached checklists for:

- UI users
- API users
- UI and API combination user

In the lead up to end of the transition period we will be also sending reminders of these on a regular basis as well as the key things that we'd advise you to focus on as a minimum now. See the attached Countdown - 2 months, 3 weeks for the first issue.

THE STREET MANAGER BUSINESS CHANGE APP IS AVAILABLE NOW!



For the latest Street Manager news, change management support, knowledge sharing and forums click the weblink below to get started!

<https://apps.fliplet.com/clarasys-dft-street-manager-business-change>

Available on the App Store & Google Play

We are delighted to inform you that the Street Manager Business Change App is now live!

What can the Business Change App be used for?

The App is for business change support only. It is not a platform to run the Street Manager UI on, nor is it a replacement for the service desk where you can log any technical issues which you encounter.

On the App, you will be able to do the following:

- Utilise a centralised location for all business change support materials (including transition guidance, scope documentation and more!)
- Follow a newsfeed where you can stay up to date with the latest materials that are being released as we get closer to the 31st March
- Search for, create and comment on forums - this will be the key knowledge sharing feature of the App as the forum function is similar to messaging, except all topics are available for everyone on the app to view and submit answers. If your question is more generic, or you think it may be helpful for other users, then ask it here.
- Use the chat function - this is a private messaging platform, similar to WhatsApp or Slack, where you can send messages to other Street Manager users and create groups to troubleshoot issues.
- Take advantage of the directory function - this lists all of the app users. You can search by location or job title to find someone who can assist with any issues. The business change team and product team can also be contacted.
- Other useful features include a library of Hole Story videos to refer back to and a calendar of upcoming events and webinars.

How can you get started?

The App is available as both a mobile application and on your web browser:

1. If you have an iOS device, download the App on the App Store by searching 'Street Manager Business Change'
2. If you have an Android device, download the App on the Google Play Store by searching 'Street Manager Business Change'
3. You can use it on your web browser via this link: <https://apps.fliplet.com/clarasys-dft-street-manager-business-change>

Have a look at this [VIDEO](#) on how to use the app and this [DOCUMENT](#) outlining its functionality and privacy declaration.

GOVERNANCE POST APRIL 2020

As of 1st April 2020, Street Manager will be adopted by all LHAs, Utility companies and contractors involved in the management of street works in England.

The management and further development of the service will continue to be centrally overseen by the Department for Transport. However, governance arrangements will be established with representatives from the industry to ensure that the service continues to develop in line with the needs of the user. The main role of this group will be to decide on what is built and in what order from the backlog of improvements that we have and that will continue to be raised over the next few years.

Following discussion and feedback at last autumn's roadshows, and with HAUCs UK and England, we have decided to propose the structure set out in detail in the paper attached to this newsletter.

The Governance model will consist of a formal Steering Group, Subject Matter Expert (SME) group, and there will also be regular interaction with industry groups and other key stakeholder groups, as well as constant engagement with the wider user base to ensure that the service develops in line with the best interest of the whole industry.

There is a range of ways in which you can get involved and a number of roles for which you can apply - have a look at the attached Terms of Reference for more information and how to apply.

Membership will be announced in the coming weeks!

TERMS AND CONDITIONS

We have made some minor amendments to the terms and conditions for the use of Street Manager to clarify a few issues, and the new terms and conditions will take effect on the 23rd January 2020. Please review the attached amended terms and conditions. Please note that, if you have previously agreed to the terms and conditions, then no action is required from you unless you do not agree with the amendments. If you do not agree, then please email streetmanager@dft.gov.uk

Contact us

Thank you to those who have been engaging with us. A reminder that if you wish to sign up to Street Manager or have any queries, please email: streetmanager@dft.gov.uk

or contact us on the #askthedft Slack channel.



Department
for Transport